

SOUTH CAROLINA













OFFICE OF REGULATORY STAFF

"Going Beyond Just Keeping the Water and Wastewater Flowing in SC"

Water and Wastewater Workshop

November 29, 2006

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10. "I wish I had read up on those regulations."





- A review of the water/sewer regulations is invaluable!
 - ORS Business Compliance Audit is based on the regulations
 - Provide a guide for process development
 - Is my utility in compliance with the regulations?
 - Feedback on regulation changes

9. "I think they are shaking their heads. Is that good or bad?"





- Expect constructive feedback and ask questions!
 - Inspection checklists will be sent to you prior to audit
 - Results will be provided after audit is complete
 - Areas for improvement will be noted
 - Follow-up will be scheduled

8. "Is this for the ORS photo album?"











"A picture is worth a thousand words"

- Photos will be taken of system components
- Assist in verification of assets during site inspection
- Identifies individual systems
- Assists in customer complaint resolution

7. "When is lunch?"





Timing is everything...

- Audits will be scheduled 4-6 weeks after the application is filed
- Duration of an audit is dependent on record-keeping system and location of facilities
- Critical personnel should be available to answer questions
- Audit review period may extend outside of test year

6. "Did they really just ask to see the backhoe?"

AKO PAN SIA





Show us the money...

- Verification of assets used to provide service
- Testing of records
- Prudent investment in plant and equipment
- Proper maintenance
- Affiliated transactions

5. "Now, where did I put those papers?"





ANY documentation is better than NONE

- Know where your records are kept and who is responsible for maintaining them
- Look for efficiencies
- Review records and reports prior to audit
- Identify all calculations

4. "Oops, I shouldn't have said that."



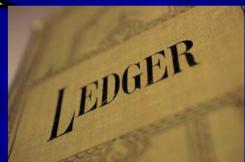
AND BARBY

- No answer is a bad answer, but....
 - Take the time to find out the correct answer
 - Follow-up on action items
 - Be Responsiveness and Professional
 - Use ORS as a resource

3. "I think I need to talk with my attorney, accountant or operator."







Use your resources

- ORS cannot advise in legal matters
- Consult with other utilities on common practices
- Be in the "loop"

2. "I really should send my customers a Christmas card this

year."

AKD PAN BAN



- Good customer service pays off!
 - Complete resolution of customer complaints
 - Documentation
 - Educate
 - Relationship with HOA leadership
 - Responsiveness

1. "Why me?"

TOPING

- Audits benefit all parties
 - Opportunity to educate
 - Free consultation
 - Enhance communication
 - Satisfy rate payers





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